

Send a case for Indexing based on Input Channel

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In some scenarios, the cases created through an input channel may have limited information, insufficient for further processing of the case. For such cases, you may send the case to indexing where all the missing information may be added to it.

To define the input channels for which cases will be sent to indexing, go to **Administration > Lookup Tables > ICM Data Model > InputChannels**.

InputChannels → [icon]

Edit	fldId	ChannelCode	Channel	NeedIndex	Delete
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	
	1	1	Email	<input checked="" type="checkbox"/>	
	2	2	Manual	<input checked="" type="checkbox"/>	
	3	3	WebForm	<input type="checkbox"/>	
	4	4	BulkUpload	<input type="checkbox"/>	

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[+ Add New Record](#)

Edit the input channel row that you wish to change, and select the NeedIndex check box.

Now, any case created through this input channel will go to indexing before processing.